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Docket No. W-02250A-14-0028

October 19, 2014

ORIGINAL

RECEIVED

2014 NOV 10 A 11:00

Ms. Betty Smith / Mrs. Shirley P. Begay / Mrs. Devonna Thomas
 Post Office Box #191
 (Lot #18 & Lot #173 - Park Estates)
 Sanders (Apache County), Arizona 86512-0181

AZ CORP COMMISSION
 DOCKET CONTROL

Arizona Corporation Commission
 1200 West Washington
 Phoenix, Arizona 85007

Arizona Corporation Commission
DOCKETED

NOV 10 2014

DOCKETED BY

RE: Arizona Windsong Water Company Inc.

It seems the attorney for Arizona Windsong Water Company Inc. believes that my daughter, Devonna Thomas, had received the bill statements on time and correct. Also, the additional fees for shutting off the water and turning it back on was due to unpaid bills, which was not true. Even with the copies of our money order receipts say it differently, Arizona Windsong Water Company Inc. refused to admit that there is deceitfulness in their business. Being bullied by the Arizona Windsong Water Company Inc. will not stop me from writing my complaints to your office. My daughter was double charged for the month of April 2014 and the month of June 2014, and now, she is being charged for late fees and other misc. fees, which is adding up to unnecessary charges that she is paying out of her own pocket. Something must be done!

FIRST BILLING STATEMENT COPY OF APRIL 2014:

4/30/14	711	705	6,000	58.00	1	1 all in one	50.00
DATE	PARENT	PREVIOUS	CONSUMED	WATER		WATER	BALANCE
METER READINGS			BALANCE	CURRENT CHARGES		CREDITS	PREVIOUS BALANCE
SERVICE BILL			50.00				

WATER SERVICE BILL

PLERS PAY BY THE 10th
LATE CHARGES AFTER THE 15th

ARIZONA WINDSONG WATER, INC.

BOX 261 • SANDERS, ARIZONA 86512

1-505-870-6700

SHUT OFF THE 2014

Devonna Thomas
BX 181
Sanders, AZ 86512

RETURN THIS PORTION OF BILL WITH YOUR REMITTANCE

THIS BILL IS DELINQUENT TEN DAYS AFTER ABOVE DATE,
 AND SUBJECT TO TURN OFF WITHOUT NOTICE.

Arizona Windsong Water Company Inc. / October 16, 2014
 Ms. Betty Smith / Mrs. Shirley P. Begay / Mrs. Devonna Thomas

FIRST PAYMENT FOR APRIL 2014:


MONEY ORDER RECEIPT - NON NEGOTIABLE

ACT 722205 LDC 007203 DT 042814 \$50.00 50DOLLARS AND NO CENTS

AZ WINDSONG WATER INC - APRIL 2014 (1ST)

Payable to: RETAIN THIS MONEY ORDER RECEIPT. IT MUST BE INCLUDED WITH ALL REFUND REQUESTS. BE SURE TO READ IMPORTANT INFORMATION ON THE FRONT AND ON BACK.
 PURCHASE AGREEMENT: You the purchaser agree that Western Union Financial Services Inc. (WUFSI) need not stop payment on, or replace, or refund a lost or stolen WUFSI Money Order unless (1) you fill in the back of the Money Order at the time of purchase, and (2) you report the loss or theft to Western Union Financial Services Inc. in writing immediately, and (3) You provide WUFSI with this original Money Order receipt issued by Western Union Financial Services Inc., Englewood, Colorado. For customer service, call 1-800-909-9050.

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SECOND BILLING STATEMENT COPY OF APRIL 2014:

DATE	PRESENT	PREVIOUS	CONSUMED	WATER	WATER	WATER	WATER	BALANCE
4/30/14	711	705	6,000	50.00				50.00
METER READINGS		BALANCE		CURRENT CHARGES		CREDITS		PREVIOUS BALANCE
		50.00						

Not paid in full yet tomorrow at noon not paid in full amount will be shut off.

Devonna Thomas
 BX 181
 Sanders, AZ 86512

WATER SERVICE BILL *Rate increase*
PLEASE PAY BY THE 10TH
LATE CHARGES AFTER THE 15TH
ARIZONA WINDSONG WATER, INC.
 BOX 261 • SANDERS, ARIZONA 86512
 1-505-870-6700

THIS BILL IS DELINQUENT TEN DAYS AFTER ABOVE DATE, AND SUBJECT TO TURN OFF WITHOUT NOTICE

RETURN THIS PORTION OF BILL WITH YOUR REMITTANCE

Arizona Windsong Water Company Inc. / October 16, 2014
Ms. Betty Smith / Mrs. Shirley P. Begay / Mrs. Devonna Thomas

SECOND PAYMENT FOR APRIL 2014:

MONEY ORDER RECEIPT - NON NEGOTIABLE


ACT 722205 LOC 007203 DT 070114 452.00 52DOLLARS AND NO CENTS

Payable to: **AZ WINDSONG WATER INC - APRIL 2014 (2ND)**

RETAIN THIS MONEY ORDER RECEIPT. IT MUST BE INCLUDED WITH ALL REFUND REQUESTS. BE SURE TO READ IMPORTANT INFORMATION BELOW AND ON BACK. For your own records, it is recommended that you make a photocopy of this document. Money Order before providing it to the receiver.

PURCHASE AGREEMENT: You the customer agree that Western Union Financial Services Inc. (WUFSI) must not stop payment on, or replace, or refund a lost or stolen WUFSI Money Order unless: (i) you fill in the face of the Money Order at the time of purchase, and (ii) you report the loss or theft to Western Union Financial Services Inc. in writing immediately, and (iii) you provide WUFSI with the original Money Order receipt signed by Western Union Financial Services Inc., Englewood, Colorado, for customer service, call 1-800-929-0900.

* 17045216076 *



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FIRST BILLING STATEMENT COPY OF JUNE 2014:

30/6/14	736210	726490	9,720	23 ⁸⁹	130 ⁹⁰					53.00
PRESENT	PREVIOUS	CONSUMED	WATER	WATER	WATER	PREVIOUS BALANCE				
METER READINGS		BALANCE	CURRENT CHARGES	DEBITS	CREDITS	PREVIOUS BALANCE				
53.00		53.00								

WATER SERVICE BILL

PLEASE PAY BY THE 10TH

LATE CHARGES AFTER THE 15TH

ARIZONA WINDSONG WATER, INC.

BOX 261 • SANDERS, ARIZONA 86512

1-505-870-6700

DEBIT DATE 7/11/2014

Devonna Thomas

Bx 181

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LOAD THIS DIRECTION, THIS SIDE UP

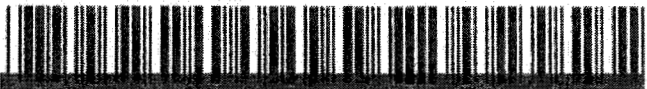
ACT 722209 L01 007203 INT 081214 #335.10 CHUNDRKTC5BOLLARS AND 10CENTS

AZ WINDSONG WATER INC

Payable to: **RETAIN THIS MONEY ORDER RECEIPT. IT MUST BE INCLUDED WITH ALL REFUND REQUESTS. BE SURE TO READ IMPORTANT INFORMATION BELOW AND ON BACK.** For your own records, it is recommended that you make a photocopy of the original Money Order before providing it to the receiver.

PURCHASE AGREEMENT: You the purchaser agree that Western Union Financial Services Inc. (WUFSI) need not stop payment on, or replace, or refund a lost or stolen WUFSI Money Order unless (1) you fill in the facts of the Money Order at the time of purchase, and (2) you report the loss or theft to Western Union Financial Services Inc. in writing immediately, and (3) You provide WUFSI with this original Money Order receipt issued by Western Union Financial Services Inc., Englewood, Colorado. For customer service, call 1-800-289-9090.

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Page 5 of 8

Arizona Windsong Water Company Inc. / October 16, 2014
Ms. Betty Smith / Mrs. Shirley P. Begay / Mrs. Devonna Thomas

August 10, 2014

Betty Smith
PO Box 181
Sanders, Arizona 86512

Arizona Windsong Water Company Inc
Attn: Mrs. Lillian Paulsell
PO Box 261
Sanders, Arizona 86512

Dear Mrs. Paulsell:

According to my daughter, Devonna Thomas, she had explained to you that she had paid \$50.00 for the month of April 2014 and she never received the May 2014 statement. I have located the receipt - money order #14872162260 for \$50.00 but she also mentioned to me that she had already send another money order as you "requested" - money order #17045216076 for \$52.00 and the \$2.00 was supposed to be a donation since she did not have the bill statement with her when she purchases the money orders. So in order to correct this, I am sending my personal check for \$12.00 for the month of July 2014 bill statement (total amount: \$64.00). Devonna was thoughtful to donate \$2.00 to you, but I donot believe you really deserve it. It is enough that you over charged my parents all these years and given them a hard time about it too. If you wish to have the original copies from Western Union, "signed & deposited by you", I would gladly assist you with this: \$60.00 fee for both money orders to request Western Union for copies & \$34.00 court fee, along with "postage stamps & copy fees." Now, if you have any other questions, you have my address.

Sincerely,

Betty Smith
Copies send:
Roshka, DeWulf, & Patten, PLC
One Arizona Center
400 East Van Buren Street, Suite 800
Phoenix, Arizona 85004

Of course, I probably upset them because of it; nevertheless, the water company should have **never** shut off my daughter's water. We are all aware that this behavior is only in retaliation for reason that we were voicing out the unfairness of this company.

APRIL 2014:	E/I SURCHARGE DID NOT TAKE EFFECT TILL MAY 1, 2014	30.00
APRIL 2014:	DOUBLE PAYMENT PLUS \$2.00	52.00
JUNE 2014:	DOUBLE PAYMENT	53.00
JULY 2014:	BETTY SMITH'S PERSONAL CHECK	12.00
AUGUST 2014:	LATE CHARGE - WAS NEVER LATE ON PAYMENTS	5.00
JULY 2014:	LATE CHARGE - WAS NEVER LATE ON PAYMENTS	5.00
SHUT OFF & REINSTATE FEE:	SHOULD HAVE NEVER SHUT OFF	40.00

Arizona Windsong Water Company Inc. / October 16, 2014
 Ms. Betty Smith / Mrs. Shirley P. Begay / Mrs. Devonna Thomas

10/16/14	711	705	6,000	58.00						all in one	50.00
DATE	PRESENT	PREVIOUS	CONSUMED	WATER		WATER	SEWER	WATER			BALANCE
METER READINGS			BALANCE	CURRENT CHARGES		CREDITS		PREVIOUS BALANCE			
50.00			50.00								

WATER SERVICE BILL *Rate increase*
PLEASE PAY BY THE 10TH
LATE CHARGES AFTER THE 15TH
 ARIZONA WINDSONG WATER, INC.
 BOX 261 • SANDERS, ARIZONA 86512
 1-505-870-6700
 SHUT OFF THE TAP

Not paid in full yet tomorrow at noon not paid in full your water will be shut off.
 Devonna Thomas
 BX 181
 Sanders, AZ 86512

RETURN THIS PORTION OF BILL WITH YOUR REMITTANCE

THIS BILL IS DELINQUENT TEN DAYS AFTER ABOVE DATE, AND SUBJECT TO TURN OFF WITHOUT NOTICE.

10/17/14	726490	711000	15,490	29.00							59.00
DATE	PRESENT	PREVIOUS	CONSUMED	WATER		WATER	SEWER	WATER			BALANCE
METER READINGS			BALANCE	CURRENT CHARGES		CREDITS		PREVIOUS BALANCE			
59.00			59.00								

WATER SERVICE BILL
PLEASE PAY BY THE 10TH
LATE CHARGES AFTER THE 15TH
 ARIZONA WINDSONG WATER, INC.
 BOX 261 • SANDERS, ARIZONA 86512
 1-505-870-6700
 SHUT OFF THE TAP

Devonna Thomas
 BX 181
 Sanders, AZ 86512

UPON THIS PORTION OF BILL WITH YOUR REMITTANCE

THIS BILL IS DELINQUENT TEN DAYS AFTER ABOVE DATE, AND SUBJECT TO TURN OFF WITHOUT NOTICE.

30/10/14	736210	726490	9,720	23.00							53.00
DATE	PRESENT	PREVIOUS	CONSUMED	WATER		WATER	SEWER	WATER			BALANCE
METER READINGS			BALANCE	CURRENT CHARGES		CREDITS		PREVIOUS BALANCE			
53.00			53.00								

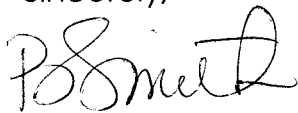
WATER SERVICE BILL
PLEASE PAY BY THE 10TH
LATE CHARGES AFTER THE 15TH
 ARIZONA WINDSONG WATER, INC.
 BOX 261 • SANDERS, ARIZONA 86512
 1-505-870-6700
 SHUT OFF THE TAP

Devonna Thomas
 BX 181

Arizona Windsong Water Company Inc. / October 16, 2014
Ms. Betty Smith / Mrs. Shirley P. Begay / Mrs. Devonna Thomas

This was the **actual 8-1/2" x 11"** copy of statements for April, May & June 2014 that my daughter received on June 30, 2014. It isn't enough that we are struggling with day to day expenses and stress. But, this water company is dangle our need for water right in front of us and make us pay "their" price for our survival; here in the rural area, where our essential supply (Gallup, NM, Holbrook, AZ, & St. Johns, AZ) is in the radius of 50 miles, **"is nothing more than imprisonment to their ongoing harassment"**. Nonetheless, still hoping for NTUA to take over Arizona Windsong Water Company Inc.

Sincerely,



Ms. Betty Smith

E-mail: **bl_begaysmith@yahoo.com**

COPIES:

Senator Carlyle Begay
1700 West Washington
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Phoenix, Arizona 85007

Representative Ann Kirkpatrick
405 North Beaver Street
Suite 6
Flagstaff, Arizona 86001

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1200 West Washington Street
Phoenix, Arizona 85007

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Arizona Corporation Commission
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Phoenix, Arizona 85007

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Arizona Corporation Commission
Attn: Cameron Madrid
'cmadrid@azcc.gov'

Navajo Environmental Protection
Agency
Attn: Yolanda Barney/Environmental
Program Manager
Public Water Systems Supervision
Program
Post Office Box 339
Window Rock, Arizona 86515